



Flexible, practical housing
management support for
housing co-operatives

Supporting you to manage better — your way



MB Housing

Supporting housing co-ops
in London and Kent

Who we are

MB Housing Management Ltd is a family run, hands-on housing management service that was established in August 2020 to support housing co-operatives in London and Kent. We offer tailored property management services that match your exact needs.



Our founder, Melanie, brings over 25 years of experience in the social housing sector, including a decade working directly with co-operatives.

Her guiding principle has always been simple:

“Whatever works for the client, works for us.”

That approach still shapes everything we do today. Whether you want help with everything, or just one or two things — **we’re here to make your life easier.**

MB Housing is a proud partner of the Confederation of Co-operative Housing, the apex body for housing co-operatives in the UK.



What we offer

We understand that no two co-operatives are the same — that’s why we don’t believe in a one-size-fits-all package.

You can pick just one service from our core range below — or the whole package. It’s completely up to you.

Our services:

- ✓ repairs and maintenance (incl. health and safety and individual projects)
- ✓ day-to-day housing management
- ✓ arrears management and rent collection
- ✓ lettings and sign-ups
- ✓ co-operative support and governance
- ✓ finance and budgeting
- ✓ meeting attendance
- ✓ policy and compliance advice and training

Feeling the pressure from regulation?

Over the last few years, big changes in housing law and regulation have made things challenging for all landlords — especially tenant-led ones.

With the introduction of the Social Housing (Regulation) Act 2023 and Awaab’s Law, organisations like yours are under pressure to:

- meet tougher safety standards
- improve how repairs are handled
- deal with complaints within stricter timescales
- stay compliant with consumer and governance rules

At the same time, volunteer-led committees are still expected to manage everything — and that can feel overwhelming.

That’s where we come in. We’re here to support you in delivering services that keep your homes safe, your tenants happy, and your co-operative fully compliant.

Tailored help – your way

Need a full management service? We can do that, includes membership of the Confederation of Co-operative Housing and free sign up to House Exchange.

Want to keep some things in-house but outsource finance or repairs? No problem.

Just need help with repairs or health and safety? We can do that too.

We can support you with:

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|---|--|---|
|  Repairs and maintenance <ul style="list-style-type: none">• reactive (day-to-day) repairs, including repairs reporting via our 24/7 online portal• planned works (boilers, kitchens, bathrooms)• cyclical maintenance• full health and safety compliance (damp and mould, gas, fire, asbestos, legionella, electrics)• individual project management |  Finance <ul style="list-style-type: none">• payments and invoicing• budgets and management accounts• rent and service charge calculations• year-end financial statements |  Committee and governance support <ul style="list-style-type: none">• compliance with consumer standards• rules compliance• support with business plans• support with risk assessments• tenant satisfaction measures• complaints handling code |
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Our credentials

Melanie, our founder, has:

- worked in housing for over 25 years — including local councils, housing associations, and the last 10 years focusing purely on housing co-ops
- she's currently studying for her CIH Level 4 qualification, which means we'll help you meet the new Competence & Conduct Standard too
- she also has a finance background — so budgets, rent calculations, and service charges don't scare us

With MB Housing, you'll have a **dedicated support officer** to guide you — plus access to out of hours emergency advice for co-op officers using our full management service.

Clear, fair pricing

Our pricing is simple and transparent:

- fees are based on **the number of properties** in your co-operative
- we **don't charge extra** for higher arrears, ASB cases, or more support
- planned and compliance works are charged as a **percentage of total project costs** — so you always know what you're paying for
- we charge an hourly rate for **project management services**

No hidden fees. No surprises.

Try us out – no long contracts

We offer an initial **6-month trial period**. After that:

- if you're happy, the contract rolls over month-to-month
- if not, just give us **one month's notice**

We're confident you'll want to stick with us — but we won't tie you down.

What our clients say:

“MB Housing is a trusted managing agent for our Co-op. We always receive a friendly and professional service, from the everyday running to more complex legal matters. The Co-op is strong and well-maintained as a result”

Nick Richards,
Chair of Lewisham Family
Co-operative Association

Get in touch

Ready to have a chat about how we can help?

Call: **020 3924 2810** (Monday to Friday, 9am–5pm)

Email: enquiries@mbhousing.uk

Visit: www.mbhousing.uk

We'll respond to all queries within **48 hours**.

Let's find a solution that works for you.